REQUEST FOR PROPOSAL

Addendum # 1

DATE ISSUED: May 13, 2004

RFP Title:	**Electronic Document Management System**
Requesting Dept./ Div.:	**King County Sheriff's Office**
RFP Number:	**132-04RLD**
Due Date:	**May 20, 2004 - 2:00 P.M.**
Buyer:	Roy L. Dodman, _roy.dodman@metrokc.gov_ (206) 263-4266

This addendum is issued to revised the original Request for Proposal, dated April 29, 2004 as follows:

1. The proposal opening date remains the same: Thursday, May 20, 2004, no later than 2:00 p.m. exactly.

The following changes have been made to the original RFP document as noted

1. In Section 2, *Part 5 – System Requirements, 5.1 Functional Requirements*, the following change is made:

    Delete the following functional requirement: "Documents must be easily transferable to microfiche and/or microfilm format, for archiving purposes. Alternatively, michrofiche and/or microfilm-formatted documents must be transferable to the document management system for disaster recovery purposes".

2. In Section 2, *Part 2 – Vendor Responsibilities, 3.b.ii*, the following changes are made:

    Revise to read, "The remaining 52,000 will need to be scanned into the computer system (averaging 200 documents per day). The scanning process will be performed by County staff, not the selected vendor".

TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

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King County Procurement Services Section, Exchange Building, 8th floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

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This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

The following information is provided in response to questions received:

Q1: In Section 2, *Project Specifications and Scope of Work*, Part 2, *Vendor Responsibilities*, 3) a) states that there are 15 full-time employees. Is this the total number of users you expect will be concurrently using the new system? If not, please provide the exact number of users vendors should bid.

A1: We expect that eventually, there will be dozens of users scattered throughout the organization. Fifteen will need access in the beginning and is the relevant number for the proposal.

Q2: In Section 2, *Project Specifications and Scope of Work*, Part 2, *Vendor Responsibilities*, Item 3) a) states that these users are equipped with workstations capable of accommodating additional software. Please provide the exact configuration of these workstations to include operating system, CPU, CPU speed, RAM, hard drive capacity, and network connection.

A2: The average PC is 800 Mhz CPU, 128 MB RAM, 20GB HDD running Windows 2000 Professional with all latest patches and hot fixes.

Q3: Please explain your definition of a document. Documents may be single or multiple pages. If your definition is that documents may be multiple pages, please provide the average number of pages per document.

A3: A single document would be 2-3 pages, on average.

Q4: In what format are the electronic documents stored in the existing system?

A4: The electronic documents are stored as PDF files.

Q5: Please provide the network infrastructure currently in use by the County.

A5: The King County Wide Area Network is a frame relay/fiber optic-based network. There are multiple subnets. Typical local area network speed is 10MB per second. Inter-LAN connection speed is T1. The bulk of King County uses Windows as the operating system.

Q6: What e-mail system is currently in use?

A6: Microsoft Outlook.

Q7: What is the King County standard for password security?

A7: Strong passwords have the following characteristics:
- *Contain both upper and lower case characters (e.g., a-z, A-Z)*
- *Have digits and punctuation characters as well as letters e.g., 0-9, !@#$%^&*()_+|~-=`{}[]:";'<>?,./)*
- *Are at least eight alphanumeric characters long.*
- *Are not a word in any language, slang, dialect, jargon, etc.*
- *Are not based on personal information, names of family, etc.*

Q8: As a publicly traded company, our company's annual report is quite lengthy (>50 pages). Would it be satisfactory to include a snapshot of the last five years financial highlights and a link to our audited annual report?

A8: The proposal must include a 'statement of the company's financial stability and strength'. The vendor must also include, at a minimum, copies of the most recent year's income statement/statement of

earnings, balance sheet and cash flow. Two copies of any other supporting documentation/annual report can be provided as a separate item, attached to the proposal.

Q9:   Page 8, with respect to Paper Light, do you expect to continue using it? If so what is your expectation as far as integration with the EDMS?

A9:   Paper-lite should be replaced by "paperless" once the DMS is up, running, stable and tested. While the pre-efiling process will still be the same (some verification to check accuracy and file standards of the electronic records routed to the Records Unit, the e-filing process may be changed somewhat to coordinate with the DMS. Or, it may remain the system and then a separate process (such as a daily data transfer from IRIS to DMS) be added to implement DMS. We are looking for a vendor solution to this, and we are flexible for most processes as long as the pre-file check is done.

Q10: Page 7, Section 4.1; please give us a clarification if the image of the form can be re-displayed from IRIS or if it just stores the data in a SQL database? If it just stores the data, what are your expectations with regards to EDMS integration?

A10: The image can be re-displayed from IRIS in any format, where the appropriate driver is loaded. Currently, that image is PDF. We would be interested in a product that automatically performs that conversion, in a batch process.

Q11: Benchmarking products - On page 15, you mentioned that KCSO has completed benchmarking products. Can you highlight what products KCSO evaluated during this phase of the project?

A11: During the pre-planning stages of the project, the KCSO visited several sites that currently use document management systems. We also reviewed a large array of vendor brochures, on-line information, etc. Another step we used was to review trade brochures and other documents we found on the Internet to learn what can be expected of a DMS. Through this process we came up with standard range relating to several aspects of DMS. Vendor information/materials include but were not limited to VP Consulting, Saber Consulting, Deirickx, IKON, Loris Technologies, and Sierra Systems.

Q12: Firewall and remote web access - On page 9 of the RFP KSCO states that it wants to employ its existing firewall and also provide users with the ability to access information via the web. Can you expand on KSCO firewall and security requirements?

A12: Our personnel are able to access information resources from outside the county's wide area network (WAN) by using a Virtual Private Network (VPN) connection. We are presently using a Cisco Systems VPN client version 4.0.1 to perform the connection and user authentication, which allows users access the King County WAN from somewhere on the internet (like from home or a wireless laptop computer).

Q13: Response time - On page 6 KCSO states that electronic document/index retrieval cannot exceed two seconds? Can you expand on this requirement? Several items influence retrieval time including: size of the image, network bandwidth, and network traffic. These items are essentially beyond the selected vendors control. Are you referring the response time for searching?

A13: Yes, this refers directly to the response time for searching.

Q14: IRIS Integration - Since IRIS is a custom application, will the selected vendor have access to an IRIS application developer who is familiar with the application, integration interfaces, etc.? This approach will help to make sure the integration is developed in an efficient manner.

A14: The original IRIS application was developed by a consultant, not a County employee. However, there are staff members who are familiar with the application, integration interfaces, etc. that will be available to

respond to questions and assist in the evaluation of the proposed system architecture. Those internal staff will not be relied on for ensuring that the electronic document management product operates smoothly – that will be the vendors' responsibility.

Q15: # of scanners - How many scanning workstations need to be installed and maintained?

A15: One main high-speed automatic feed scanner for majority of batch scanning, and possible secondary flatbed scanner for odd documents. See Answer for Question 24.

Q16: It is our understanding that KCSO staff enter information into IRIS that results in documents such as Exhibit A in the RFP. These documents would be transferred from IRIS to the EDMS system and stored as an image. The RFP suggests using PDF or XML for this transfer. Is this understanding correct?

A16: Yes, the staff enters data into IRIS that eventually get converted into PDF files that are stored in a file folder. The EDMS system will be given access to a file folder and may transfer/transform the files to the EDMS as often as they want and may transform/save the data in whatever format the EDMS uses or Records want.

Q17: Will the IRIS system automatically generate the PDF or XML documents and transfer them to the EDMS system? Will this happen once a day or periodically during the day resulting in batches of documents going from IRIS to the EDMS system?

A17: IRIS will automatically generate the PDF docs which are sent to a file folder. These are transferred continuously throughout the day (24 hours) as they are data-entered and processed. The EDMS system would need to be able to access a file folder for these PDF documents.

Q18: If #17 above is correct, does IRIS already have this capability to automatically transfer new documents to another system? If not, is developing that capability part of the scope of work for this project? Will KCSO develop this capability or will the EDMS vendor?

A18: The EDMS vendor would need to be able to access the PDF files within a file folder.

Q19: Another scenario is for the EDMS system to extract the new documents from IRIS. If #2 above is incorrect, then is this the process to transfer documents from IRIS to the EDMS system? If we use this approach, will KCSO provide all required IRIS documentation so that the EDMS vendor can develop this capability?

A19: This is not within the scope of the project.

Q20: What is the range of paper sizes that will be scanned through the automatic document feeder on the scanner?

*A20: System should be able to accommodate a wide range of media sizes, from the occasional business card and 5" X 8" color photo contact print to legal size paper and 11" X 17" diagrams, which can be scanned on an individual basis. Daily operations demand a automatic feed scanner that can accommodate batches of standard letter size reports and statements (**exhibits B, C & D**, 8.5" X 11"), batches of citations (**exhibit F**, 5 3/4" X 9 1/4"), and smaller batches of evidence release forms (**exhibit E**, 7 3/4" X 8 1/2").*

Q21: What is the range of paper weights that will be scanned through the automatic document feeder on the scanner?

A21: Majority of forms needing scanning are comparable to standard 20# copier paper. Some documents, primarily Citations, Evidence Release Forms, and other documents from non-carbon triplicate forms, are lighter weight paper. System should also be able to accommodate heavier weight tag documents.

Q22: Are there any color document images that must be scanned in color?

A22: System should have the option to scan and store images in color, primarily color photographs such as contact sheets, individual photos prints, and printed mug shots, which can be scanned on an individual basis. Batch scanning of paper-based documents can be accomplished in black & white.

Q23: Are any of the documents that must be scanned two sided?

*A23: The majority of documents are single-sided, but several documents - such as the Citation (**exhibit F**) as well as the Domestic Violence Form and Death Scene Checklist - are double-sided. System should have option to set-up separate batch runs of single and double sided documents or optimally be able to run double-sided batch runs and recognize when a back side is blank and need not be scanned.*

Q24: Is there a need for a flatbed scanner in addition to the automatic document feeder?

A24: Solution requires a high-speed automatic feeder scanner for majority of batch scanning. Secondary flatbed scanner for scanning odd size pages, photographs, light weight paper, and damaged or torn pages would be preferable. See Answer for Question 15.

Q25: What are the minimum specifications of the PC workstations that the 15 EDMS users will have?

A25: See Answer for Question 2.

Q26: You mentioned you have PDF electronic forms that you wish to OCR for index values.
    a. Are they accompanied by an XML file describing the index attributes?
    b. Are they associated with a record in a SQL table in some way?

A26: a.) No
    b.) All incident reports are associated with a record in a SQL table, however the attachments to the incident report are not.

Q27: When you refer to an acceptable archive media and form for archive objects are you referring to TFF images on worm media or film media?

A27 The state standards may change this fall, but currently the state requires one or two of the following options. These are for files stored for longer than 10 years, a subset of the total files we will be storing. Retain the original paper documents.
    1. Maintain the original paper docs.
    2. Microfilm the original documents.
    3. At least once every 10 years (probably more often for us) or sooner migrate optical media and magnetic media as is necessary to avoid technical obsolescence, loss of readability, and excessive error rates.
    4. Record electronic images on industry-standard microfilm at the same density at which they were scanned.

We are obligated to do one or more of these. Right now, no definite decisions have been made. We have some permanent documents, which we may/may not maintain the paper versions, due to the large variety of different types of paper documents included in those files. Some of our longer term but not permanent documents have very large drawings, so that could be a scanner issue.

Option #3 above will most likely be acceptable for the bulk of our records, but perhaps not for a subsection of our records.

Q28: The 2 second retrieval is for index records (hit list of items matching search criteria) or images delivery?

A28: Two second or less lag time for hits on the index.

Q29: Do you employ Active Directory or LDAP

A29: We do not use LDAP internally. Although ITS may use this protocol specifically for the e-mail environment. While we also do not have an active directory implementation, we definitely will adopt this model in the future, and have a project that addresses this issue.

Q30: What Web Browser do you employ?

A30 Internet Explorer Version 5.5 and higher.

Q31: Have you employed IRIS as web based?

A31: No.

Q32: When you refer to images being re arranged, augmented or corrected, are you referring to scan workflow or stored image versions?

A32: The system should: allow stored images to be re-arranged if originals were scanned out of order; allow stored images to be augmented, such as adjusting contrast, lightness, or sharpness; and allow stored images to be corrected at a later date if discovered document was indexed incorrectly.

Q33: What is your preferred Server type currently used and recommended?

A33: SQL Server 2000 (database), Windows Server 2003 (operating system), and MS Windows.

Q34: Do you currently use the Section of State Archives for film services? Or does the county have their own archive writer?

*A34: (part one) No, we do not currently use the Section of State Archives for film services.
(part two) No, we do not use the archive writer because we currently keep all paper copies. (Please see revisions to the original functional requirements.)*

Q35: Is the sign-in sheet for the pre-proposal conference available?

A35: The sign-in sheet from the May 11, 2004 pre-submittal conference is available by contacting Cathy Betts at cathy.betts@metrokc.gov *or Roy L. Dodman at* roy.dodman@metrokc.gov*. This document is available as either a fax document or via e-mail. If requesting a fax, please include your fax number in your request.*